

# Enterprise Incident Report April 2012

As of 5/1/2012

## Public Safety

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Public Safety	Application Server Support Team	Mike Tyrrell	1 0	0 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	0 0	1 0
	Application Services	Danielle Hood	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	5 1	0 0	5 1
	Application Support	Derral Sorensen	0 0	1 1	0 0	1 1
		Mike Sadler	1 0	0 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 1	0 0	2 1
	Capitol Desktop Support	Tom Hanson	0 0	23 22	0 0	23 22
		<b>Assigned to Individual Total</b>	0 0	23 22	0 0	23 22

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## Public Safety

			High	Low	Medium	FCR Total
Public Safety	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Enterprise Security	Loren Snodgrass	0 0	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	2 2	0 0	2 2
		Fred Schmidt	0 0	1 0	0 0	1 0
		James Stearns	0 0	2 2	0 0	2 2
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	2 2	0 0	2 2
		<b>Assigned to Individual Total</b>	0 0	10 8	0 0	10 8
	Metro B Desktop Support	Peter Musser	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1

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## Public Safety

			High	Low	Medium	FCR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0	280	0	280
			0	280	0	280
		Ross Owen	0	1	0	1
			0	1	0	1
		Torrens Arnold	1	98	7	106
			1	96	6	103
		<b>Assigned to Individual Total</b>	1	379	7	387
			1	377	6	384
	Metro C Hosting	Scott Gabbert	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Metro C West Desktop Support	Bill Hall	0	57	0	57
			0	26	0	26
		Brian Bobo	1	29	0	30
			1	29	0	30
		Jared B Jensen	0	12	0	12
			0	12	0	12
		Tyson Wall	0	15	0	15
			0	15	0	15
		<b>Assigned to Individual Total</b>	1	113	0	114
			1	82	0	83
	Network Operations	Brian Chatwin	0	1	0	1
			0	1	0	1
		Kelli Okumura	1	0	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	1	1	0	2
			0	1	0	1

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## Public Safety

			High	Low	Medium	FCR Total
Public Safety	Rural Central Desktop Support	Gerald Adams	0 0	13 8	0 0	13 8
		Jay Barfuss	0 0	1 1	0 0	1 1
		Jeremy Standifird	0 0	1 0	0 0	1 0
		Randy Graham	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	16 10	0 0	16 10
	Rural North Desktop Support	Neil Smedley	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Luis Larios	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Voice Operations	Britany Egan	0 0	1 0	0 0	1 0

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## Public Safety

			High	Low	Medium	FCR Total
Public Safety	Voice Operations	Romanza Hamblin Sorensen	0 0	8 3	0 0	8 3
		Assigned to Individual Total	0 0	9 3	0 0	9 3
	Voice/Data/WAN Services	Mark Thomas	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		5 2	573 506	8 6	586 514
	Customer Company Total			5 2	573 506	8 6

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## Public Safety

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Public Safety	Application Server Support Team	Mike Tyrrell	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Application Services	Danielle Hood	0 0	3 1	0 0	3 1
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Application Support	Derral Sorensen	0 0	1 1	0 0	1 1
		Mike Sadler	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	1 1	0 0	2 1
	Capitol Desktop Support	Tom Hanson	0 0	23 0	0 0	23 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0

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## Public Safety

			High	Low	Medium	MIR Total
Public Safety	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	2 2	0 0	2 2
		<b>Assigned to Individual Total</b>	0 0	3 2	0 0	3 2
	Enterprise Security	Loren Snodgrass	0 0	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	0 0	1 1	1 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		Fred Schmidt	0 0	1 0	0 0	1 0
		James Stearns	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	10 0	0 0	10 0
	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

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## Public Safety

			High	Low	Medium	MIR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0	280 0	0 0	280 0
		Ross Owen	0 0	1 0	0 0	1 0
		Torrens Arnold	1 0	98 1	7 1	106 2
		<b>Assigned to Individual Total</b>	1 0	379 1	7 1	387 2
	Metro C Hosting	Scott Gabbert	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Metro C West Desktop Support	Bill Hall	0 0	57 0	0 0	57 0
		Brian Bobo	1 0	29 0	0 0	30 0
		Jared B Jensen	0 0	12 0	0 0	12 0
		Tyson Wall	0 0	15 0	0 0	15 0
		<b>Assigned to Individual Total</b>	1 0	113 0	0 0	114 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Kelli Okumura	1 0	0 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0	0 0	2 0



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## Public Safety

			High	Low	Medium	MIR Total
Public Safety	Rural Central Desktop Support	Gerald Adams	0 0	13 0	0 0	13 0
		Jay Barfuss	0 0	1 0	0 0	1 0
		Jeremy Standifird	0 0	1 0	0 0	1 0
		Randy Graham	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	16 0	0 0	16 0
	Rural North Desktop Support	Neil Smedley	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1
		Luis Larios	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	4 1	0 0	4 1
	Voice Operations	Britany Egan	0 0	1 0	0 0	1 0

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## Public Safety

			High	Low	Medium	MIR Total
Public Safety	Voice Operations	Romanza Hamblin Sorensen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Voice/Data/WAN Services	Mark Thomas	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		5 0	573 8	8 2	586 10
Customer Company Total			5 0	573 8	8 2	586 10

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## Public Safety

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Public Safety	Application Server Support Team	Mike Tyrrell	1 0.00	0 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	0 0.00	0 0.00	1 0.00
	Application Services	Danielle Hood	0 0.00	3 6.08	0 0.00	3 6.08
		Martin Gonzalez	0 0.00	1 0.65	0 0.00	1 0.65
		Tony Larsen	0 0.00	1 1.03	0 0.00	1 1.03
		<b>Assigned to Individual Total</b>	0 0.00	5 3.98	0 0.00	5 3.98
	Application Support	Derral Sorensen	0 0.00	1 4.52	0 0.00	1 4.52
		Mike Sadler	1 0.18	0 0.00	0 0.00	1 0.18
		<b>Assigned to Individual Total</b>	1 0.18	1 4.52	0 0.00	2 2.35
	Capitol Desktop Support	Tom Hanson	0 0.00	23 0.17	0 0.00	23 0.17
		<b>Assigned to Individual Total</b>	0 0.00	23 0.17	0 0.00	23 0.17

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## Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Capitol Hosting	Conn Peterson	0 0.00	1 0.88	0 0.00	1 0.88
		Mike Tyrrell	0 0.00	2 1.60	0 0.00	2 1.60
		<b>Assigned to Individual Total</b>	0 0.00	3 1.36	0 0.00	3 1.36
	Enterprise Security	Loren Snodgrass	0 0.00	0 0.00	1 2.19	1 2.19
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 2.19	1 2.19
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00
		Fred Schmidt	0 0.00	1 0.39	0 0.00	1 0.39
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Sarah Johnson	0 0.00	1 0.16	0 0.00	1 0.16
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	10 0.05	0 0.00	10 0.05
	Metro B Desktop Support	Peter Musser	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00

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## Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0.00	280 0.00	0 0.00	280 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Torrens Arnold	1 0.00	98 0.03	7 0.57	106 0.06
		<b>Assigned to Individual Total</b>	1 0.00	379 0.01	7 0.57	387 0.02
	Metro C Hosting	Scott Gabbert	0 0.00	1 10.65	0 0.00	1 10.65
		<b>Assigned to Individual Total</b>	0 0.00	1 10.65	0 0.00	1 10.65
	Metro C West Desktop Support	Bill Hall	0 0.00	57 0.02	0 0.00	57 0.02
		Brian Bobo	1 0.00	29 0.00	0 0.00	30 0.00
		Jared B Jensen	0 0.00	12 0.00	0 0.00	12 0.00
		Tyson Wall	0 0.00	15 0.00	0 0.00	15 0.00
		<b>Assigned to Individual Total</b>	1 0.00	113 0.01	0 0.00	114 0.01
	Network Operations	Brian Chatwin	0 0.00	1 0.00	0 0.00	1 0.00
		Kelli Okumura	1 0.18	0 0.00	0 0.00	1 0.18
		<b>Assigned to Individual Total</b>	1 0.18	1 0.00	0 0.00	2 0.09

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## Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Rural Central Desktop Support	Gerald Adams	0 0.00	13 0.00	0 0.00	13 0.00
		Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00
		Jeremy Standifird	0 0.00	1 0.00	0 0.00	1 0.00
		Randy Graham	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	16 0.00	0 0.00	16 0.00
	Rural North Desktop Support	Neil Smedley	0 0.00	1 0.34	0 0.00	1 0.34
		Wayne Higgs	0 0.00	3 0.23	0 0.00	3 0.23
		<b>Assigned to Individual Total</b>	0 0.00	4 0.26	0 0.00	4 0.26
	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.54	0 0.00	1 0.54
		<b>Assigned to Individual Total</b>	0 0.00	1 0.54	0 0.00	1 0.54
	Strategic Communications	Dennis Rogers	0 0.00	2 1.23	0 0.00	2 1.23
		Luis Larios	0 0.00	2 0.54	0 0.00	2 0.54
		<b>Assigned to Individual Total</b>	0 0.00	4 0.88	0 0.00	4 0.88
	Voice Operations	Britany Egan	0 0.00	1 0.25	0 0.00	1 0.25

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## Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Voice Operations	Romanza Hamblin Sorensen	0 0.00	8 0.19	0 0.00	8 0.19
		Assigned to Individual Total	0 0.00	9 0.20	0 0.00	9 0.20
	Voice/Data/WAN Services	Mark Thomas	0 0.00	2 0.23	0 0.00	2 0.23
		Assigned to Individual Total	0 0.00	2 0.23	0 0.00	2 0.23
	Assigned Group Total		5 0.07	573 0.09	8 0.77	586 0.10
Customer Company Total			5 0.07	573 0.09	8 0.77	586 0.10

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## Public Safety

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Public Safety	Application Server Support Team	Mike Tyrrell	1 1	0 0	0 0	1 1
		Assigned to Individual Total	1 1	0 0	0 0	1 1
	Application Services	Danielle Hood	0 0	3 1	0 0	3 1
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Application Support	Derral Sorensen	0 0	1 0	0 0	1 0
		Mike Sadler	1 1	0 0	0 0	1 1
		Assigned to Individual Total	1 1	1 0	0 0	2 1
	Capitol Desktop Support	Tom Hanson	0 0	23 0	0 0	23 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0



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## Public Safety

			High	Low	Medium	MR Total
Public Safety	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	3 1	0 0	3 1
	Enterprise Security	Loren Snodgrass	0 0	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		Fred Schmidt	0 0	1 1	0 0	1 1
		James Stearns	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	10 1	0 0	10 1
	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

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## Public Safety

			High	Low	Medium	MR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0	280 0	0 0	280 0
		Ross Owen	0 0	1 1	0 0	1 1
		Torrens Arnold	1 0	98 1	7 1	106 2
		<b>Assigned to Individual Total</b>	1 0	379 2	7 1	387 3
	Metro C Hosting	Scott Gabbert	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Metro C West Desktop Support	Bill Hall	0 0	57 1	0 0	57 1
		Brian Bobo	1 0	29 0	0 0	30 0
		Jared B Jensen	0 0	12 0	0 0	12 0
		Tyson Wall	0 0	15 0	0 0	15 0
		<b>Assigned to Individual Total</b>	1 0	113 1	0 0	114 1
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Kelli Okumura	1 0	0 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0	0 0	2 0

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## Public Safety

			High	Low	Medium	MR Total
Public Safety	Rural Central Desktop Support	Gerald Adams	0 0	13 0	0 0	13 0
		Jay Barfuss	0 0	1 0	0 0	1 0
		Jeremy Standifird	0 0	1 0	0 0	1 0
		Randy Graham	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	16 0	0 0	16 0
	Rural North Desktop Support	Neil Smedley	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 2	0 0	2 2
		Luis Larios	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	4 3	0 0	4 3
	Voice Operations	Britany Egan	0 0	1 0	0 0	1 0

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## Public Safety

			High	Low	Medium	MR Total
Public Safety	Voice Operations	Romanza Hamblin Sorensen	0 0	8 1	0 0	8 1
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Voice/Data/WAN Services	Mark Thomas	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		5 2	573 11	8 1	586 14
Customer Company Total			5 2	573 11	8 1	586 14

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## Public Safety

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Public Safety	Application Server Support Team	Mike Tyrrell	1 14.74	0 0.00	0 0.00	1 14.74
		<b>Assigned to Individual Total</b>	1 14.74	0 0.00	0 0.00	1 14.74
	Application Services	Danielle Hood	0 0.00	3 6.39	0 0.00	3 6.39
		Martin Gonzalez	0 0.00	1 2.13	0 0.00	1 2.13
		Tony Larsen	0 0.00	1 3.31	0 0.00	1 3.31
		<b>Assigned to Individual Total</b>	0 0.00	5 4.92	0 0.00	5 4.92
	Application Support	Derral Sorensen	0 0.00	1 4.52	0 0.00	1 4.52
		Mike Sadler	1 3.16	0 0.00	0 0.00	1 3.16
		<b>Assigned to Individual Total</b>	1 3.16	1 4.52	0 0.00	2 3.84
	Capitol Desktop Support	Tom Hanson	0 0.00	23 1.86	0 0.00	23 1.86
		<b>Assigned to Individual Total</b>	0 0.00	23 1.86	0 0.00	23 1.86

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## Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Capitol Hosting	Conn Peterson	0 0.00	1 1.08	0 0.00	1 1.08
		Mike Tyrrell	0 0.00	2 4.08	0 0.00	2 4.08
		<b>Assigned to Individual Total</b>	0 0.00	3 3.08	0 0.00	3 3.08
	Enterprise Security	Loren Snodgrass	0 0.00	0 0.00	1 2.19	1 2.19
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 2.19	1 2.19
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00
		Fred Schmidt	0 0.00	1 6.08	0 0.00	1 6.08
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Sarah Johnson	0 0.00	1 0.16	0 0.00	1 0.16
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	10 0.69	0 0.00	10 0.69
	Metro B Desktop Support	Peter Musser	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00

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## Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0.00	280 0.00	0 0.00	280 0.00
		Ross Owen	0 0.00	1 6.69	0 0.00	1 6.69
		Torrens Arnold	1 0.00	98 0.20	7 0.85	106 0.24
		<b>Assigned to Individual Total</b>	1 0.00	379 0.07	7 0.85	387 0.08
	Metro C Hosting	Scott Gabbert	0 0.00	1 10.65	0 0.00	1 10.65
		<b>Assigned to Individual Total</b>	0 0.00	1 10.65	0 0.00	1 10.65
	Metro C West Desktop Support	Bill Hall	0 0.00	57 1.38	0 0.00	57 1.38
		Brian Bobo	1 0.00	29 0.00	0 0.00	30 0.00
		Jared B Jensen	0 0.00	12 0.00	0 0.00	12 0.00
		Tyson Wall	0 0.00	15 0.00	0 0.00	15 0.00
		<b>Assigned to Individual Total</b>	1 0.00	113 0.69	0 0.00	114 0.69
	Network Operations	Brian Chatwin	0 0.00	1 0.00	0 0.00	1 0.00
		Kelli Okumura	1 0.25	0 0.00	0 0.00	1 0.25
		<b>Assigned to Individual Total</b>	1 0.25	1 0.00	0 0.00	2 0.13

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## Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Rural Central Desktop Support	Gerald Adams	0 0.00	13 1.95	0 0.00	13 1.95
		Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00
		Jeremy Standifird	0 0.00	1 2.62	0 0.00	1 2.62
		Randy Graham	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	16 1.75	0 0.00	16 1.75
	Rural North Desktop Support	Neil Smedley	0 0.00	1 0.35	0 0.00	1 0.35
		Wayne Higgs	0 0.00	3 1.71	0 0.00	3 1.71
		<b>Assigned to Individual Total</b>	0 0.00	4 1.37	0 0.00	4 1.37
	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.54	0 0.00	1 0.54
		<b>Assigned to Individual Total</b>	0 0.00	1 0.54	0 0.00	1 0.54
	Strategic Communications	Dennis Rogers	0 0.00	2 9.91	0 0.00	2 9.91
		Luis Larios	0 0.00	2 13.16	0 0.00	2 13.16
		<b>Assigned to Individual Total</b>	0 0.00	4 11.53	0 0.00	4 11.53
	Voice Operations	Britany Egan	0 0.00	1 0.45	0 0.00	1 0.45



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## Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Voice Operations	Romanza Hamblin Sorensen	0 0.00	8 1.34	0 0.00	8 1.34
		Assigned to Individual Total	0 0.00	9 1.24	0 0.00	9 1.24
	Voice/Data/WAN Services	Mark Thomas	0 0.00	2 0.33	0 0.00	2 0.33
		Assigned to Individual Total	0 0.00	2 0.33	0 0.00	2 0.33
	Assigned Group Total		5 3.63	573 0.52	8 1.01	586 0.55
	Customer Company Total		5 3.63	573 0.52	8 1.01	586 0.55

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## Public Safety

### Detail

<b>INC000000476459</b>	Jennifer Campbell Metro C Help Desk	None Torrens Arnold	None Public Safety	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	2.12 18.85
<b>INC000000485390</b>	Ryan Longman Capitol Desktop Support	PC/Laptop Tom Hanson	Virus Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.23 1.59
<b>INC000000487868</b>	Kim Farnsworth Application Services	Application Tony Larsen	Reporting Public Safety	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	1.03 3.31
<b>INC000000488533</b>	Sarah Crane Help Desk	Application Fred Schmidt	Error Public Safety	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.39 6.08
<b>INC000000488774</b>	Debbie Moleni Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488776</b>	Lynn Schultz Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488790</b>	Pilar Shortsleeve Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488792</b>	Ken Barton Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488793</b>	Stephanie Page Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488799</b>	Sarah Dunn Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488819</b>	Stephen Bevan Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488828</b>	Brenda Barry Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488838</b>	Joe Kros Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488900</b>	Kellie Oaks Rural Central Desktop Support	PC/Laptop Gerald Adams	None Public Safety	Utah Highway Patrol Mobile App Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.94
<b>INC000000488903</b>	Kristina Johnson Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000488908</b>	Janet Miller Rural Central Desktop Support	PC/Laptop Gerald Adams	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.96

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## Public Safety

<b>INC000000488974</b>	Marge Dalton	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000488984</b>	Sheila Case	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489036</b>	Alicia Gleave	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489058</b>	Melanie Monroe	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489070</b>	Mark Panos	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489072</b>	Cindee Mikesell	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489074</b>	Janet Read	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489092</b>	Nancy Sanchez	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489137</b>	Natalie Berry	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489145</b>	Stephen Bevan	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489175</b>	Jason Chapman	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489194</b>	Miya Finney	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489296</b>	Nicole Vawdrey-Gunn	Telecom	None	None		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.09
<b>INC000000489316</b>	Janet Miller	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	3.15
<b>INC000000489333</b>	Marc Atkinson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489349</b>	Troy Mills	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000489392</b>	Rocio Huizar	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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## Public Safety

<b>INC000000489504</b>	Brittany Handy Metro C Help Desk	Network Cindy Romrell	Password Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489522</b>	TJ Harper Metro C Help Desk	Network Cindy Romrell	Password Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489574</b>	Chris Newlin Metro C West Desktop Support	Application Bill Hall	Reporting Public Safety	FATPOT Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.50
<b>INC000000489612</b>	Kurt Candalot Metro C Help Desk	None Ross Owen	None Public Safety	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 6.69
<b>INC000000489636</b>	Susan Brown Metro C Help Desk	Application Cindy Romrell	Password Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489640</b>	Dan Altenes Metro C West Desktop Support	None Jared B Jensen	None Public Safety	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489773</b>	Denise Spillman Metro B Desktop Support	None Peter Musser	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489806</b>	Todd Holbrook Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000489832</b>	Matt Miller Rural Central Desktop Support	PC/Laptop Gerald Adams	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.34
<b>INC000000489838</b>	Ryan Gurney Rural Central Desktop Support	PC/Laptop Gerald Adams	Password Public Safety	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.36
<b>INC000000489957</b>	David Mckay Metro C West Desktop Support	Application Bill Hall	Reporting Public Safety	FATPOT Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.13
<b>INC000000490138</b>	Andrea Arnold-Larsen Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490141</b>	Chris Barber Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490187</b>	Jackie Barber Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490195</b>	Mark Romrell Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490199</b>	Jess Richmond Metro C Help Desk	Application Cindy Romrell	Password Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000490215</b>	Ron Hindmarsh Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Public Safety

<b>INC000000490233</b>	Chad Hecker	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.11
<b>INC000000490238</b>	Rich Christianson	Network	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.10
<b>INC000000490267</b>	John Holt	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490269</b>	Barbara Hillas	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490272</b>	Amanada Yelli	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490275</b>	Cindy Kobs	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490277</b>	Dea Anne Reed	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490281</b>	Diane Norton	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490286</b>	Carol Bagshaw	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490300</b>	Florine Tapaha	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490304</b>	Della Estrada	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490306</b>	Michelle Hunt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490310</b>	Kathy Whicker	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490324</b>	Della Estrada	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490331</b>	Shelly Peterson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490336</b>	Gayla Quilter	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490344</b>	Sueann Crowley	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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## Public Safety

<b>INC000000490347</b>	Lori Law	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490348</b>	Denise Spillman	Application	None	None		TIR Missed: No	0.29
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.23
<b>INC000000490352</b>	Carlynn Scott	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490355</b>	Latonya Heaton	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490358</b>	Jacob Cox	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.07
<b>INC000000490399</b>	Claire Hermanson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490401</b>	Jason Robb	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490404</b>	Jason Robb	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490417</b>	Jamie Batt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490433</b>	Irene Swenson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490436</b>	Melanie Monroe	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490438</b>	Connie O Bray	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490440</b>	Connie O Bray	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490451</b>	Trisha Solvason	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490457</b>	Amisha Lester	PC/Laptop	Error	None		TIR Missed: No	0.19
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	2.76
<b>INC000000490463</b>	Diane Norton	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490474</b>	Ashten Barber	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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## Public Safety

<b>INC000000490501</b>	Elizabeth Hawke	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490502</b>	David Oliphant	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490506</b>	Marianne Bauman	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490518</b>	Cameron Cline	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490548</b>	Nicole Shepherd	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490565</b>	Sean Obrien	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490585</b>	Brenda Barry	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000490672</b>	Michael Hailey	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.10
<b>INC000000490713</b>	Rick Shrader	PC/Laptop	None	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.58
<b>INC000000490771</b>	Nolan Mitchell	None	None	None		TIR Missed: Yes	3.96
	Metro C Help Desk	Torrens Arnold	Public Safety	Medium	Closed	TTR Missed: Yes	5.93
<b>INC000000490826</b>	Marge Dalton	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.14
	Voice/Data/WAN Services	Mark Thomas	Public Safety	Low	Closed	TTR Missed: No	0.27
<b>INC000000490834</b>	Todd Royce	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: Yes	7.99
<b>INC000000490933</b>	Nathan Powell	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.25
<b>INC000000490974</b>	Marge Dalton	Telecom	Hardware	Telephone		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: Yes	6.16
<b>INC000000491127</b>	Jason Chapman	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.32
	Voice/Data/WAN Services	Mark Thomas	Public Safety	Low	Closed	TTR Missed: No	0.38
<b>INC000000491268</b>	Nolan Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	High	Closed	TTR Missed: No	0.00
<b>INC000000491276</b>	Nolan Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Medium	Closed	TTR Missed: No	0.00

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## Public Safety

<b>INC000000491277</b>	Nolan Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Medium	Closed	TTR Missed: No	0.00
<b>INC000000491285</b>	John Holt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491288</b>	Nolan Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Medium	Closed	TTR Missed: No	0.00
<b>INC000000491300</b>	Nolan Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Medium	Closed	TTR Missed: No	0.00
<b>INC000000491307</b>	Nolan Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Medium	Closed	TTR Missed: No	0.00
<b>INC000000491320</b>	Nolan Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Medium	Closed	TTR Missed: No	0.00
<b>INC000000491331</b>	Anna Boynton	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491333</b>	Steve Myer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.31
<b>INC000000491335</b>	Jeffrey Washburn	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.27
<b>INC000000491338</b>	Karen Elliott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491339</b>	Jennifer Yates	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491344</b>	Marianne Bauman	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491345</b>	Bryan Gardner	Application	Reporting	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.18
<b>INC000000491351</b>	Wendell Nope	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491355</b>	Nolan Mitchell	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491359</b>	Rhonda Treptow	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491360</b>	Leona Cover	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00



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<b>INC000000491365</b>	Sherri Thorsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491368</b>	Nolan Mitchell	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491372</b>	Michelle Hunt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491403</b>	Jason Sills	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.40
<b>INC000000491410</b>	Allison Unsworth	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491452</b>	Sloane Petersen	Application	Error	Gmail		TIR Missed: No	0.88
	Capitol Hosting	Conn Peterson	Public Safety	Low	Closed	TTR Missed: No	1.08
<b>INC000000491495</b>	Bruce Clayton	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.43
<b>INC000000491511</b>	Nolan Mitchell	None	None	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491513</b>	Nolan Mitchell	None	None	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491514</b>	Nolan Mitchell	None	None	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491515</b>	Nolan Mitchell	None	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491551</b>	Jennifer Yates	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491572</b>	Jake Reary	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491581</b>	Randy Harward	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491600</b>	Ralph Earl	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491637</b>	Judy Ainsworth	PC/Laptop	Error	None		TIR Missed: No	0.28
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	4.19
<b>INC000000491639</b>	Marc Difrancesco	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	17.23
	Application Services	Danielle Hood	Public Safety	Low	Closed	TTR Missed: Yes	17.23

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<b>INC000000491644</b>	Todd Kreitzer	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491657</b>	Robyn Olsen	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491658</b>	Beth Poulsen	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491660</b>	Suzanne Clingman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491677</b>	Todd Kreitzer	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491712</b>	Judy Gallegos	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491724</b>	Ted Woolley	Mobile Devices	Error	Gmail		TIR Missed: No	0.19
	Application Services	Danielle Hood	Public Safety	Low	Resolved	TTR Missed: No	1.11
<b>INC000000491726</b>	Brenda Barney	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491814</b>	Chantell Skiby	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491906</b>	Marilyn Watson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000491958</b>	Bonnie Holden	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492304</b>	Michelle Hunt	PC/Laptop	Error	JavaPC		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492433</b>	Richard Moseley	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.83
	Application Services	Danielle Hood	Public Safety	Low	Closed	TTR Missed: No	0.83
<b>INC000000492482</b>	Kerry Corona	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492489</b>	Ronda Nottoli	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492490</b>	Mark Panos	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492495</b>	Alicia Williams	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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<b>INC000000492498</b>	Bonnie Holden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492500</b>	Sloane Petersen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492502</b>	Michelle Hunt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492508</b>	Brenda Barney	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492509</b>	Melanie Monroe	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492510</b>	Laura Ellis	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492602</b>	Tim Kincaid	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492603</b>	Clint Fawson	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492753</b>	Mark Panos	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492754</b>	Lindy Brown	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492768</b>	Elsie Langi	None	None	None		TIR Missed: No	0.00
	Application Server Support Team	Mike Tyrrell	Public Safety	High	Closed	TTR Missed: Yes	14.74
<b>INC000000492842</b>	Yauncy Ancira	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492873</b>	Kim Passey	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492881</b>	Jerrienne Kolby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.34
<b>INC000000492894</b>	Julie Gomez	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492903</b>	Debbie Clark	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492920</b>	Debbie Moleni	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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<b>INC000000492922</b>	Kim Passey	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492925</b>	Dennis Walker	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492929</b>	Tim Start	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492955</b>	Jacqueline Lairson	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492959</b>	Sandra Pratt	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492960</b>	Daniel Fuhr	Mobile Devices	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492968</b>	Linda James	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492971</b>	Robert Burns	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492983</b>	Gayla Quilter	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492986</b>	Melanie Monroe	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000492993</b>	Carlynn Canny	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493014</b>	Pam Jorgenson	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493023</b>	Pam Jorgenson	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493034</b>	Pam Jorgenson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493042</b>	Pam Jorgenson	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493047</b>	Nolan Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	High	Closed	TTR Missed: No	0.00
<b>INC000000493048</b>	Lori Law	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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<b>INC000000493073</b>	Todd Kreitzer	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493077</b>	Brenda Barney	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493084</b>	Kim Passey	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493092</b>	Matt Miller	PC/Laptop	None	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.46
<b>INC000000493093</b>	Nathan Powell	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.46
<b>INC000000493098</b>	Linda James	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493107</b>	Christopher Bishop	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.35
<b>INC000000493145</b>	Chris Fielding	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493204</b>	Martin Wilson	Mobile Devices	None	iPhone		TIR Missed: No	0.16
	Help Desk	Sarah Johnson	Public Safety	Low	Closed	TTR Missed: No	0.16
<b>INC000000493205</b>	Kristie Bonnett	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493241</b>	Kalee Taylor	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493246</b>	Linda James	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493256</b>	Patty Trujillo	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493268</b>	Tom Worner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493332</b>	Rosalie Kirk	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493381</b>	Don Cobb	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.40
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.43
<b>INC000000493478</b>	Lindy Brown	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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<b>INC000000493479</b>	Colleen Strong Metro C Help Desk	Network Torrens Arnold	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493481</b>	Kim Passey Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493482</b>	Randy Cooper Capitol Desktop Support	None Tom Hanson	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.08
<b>INC000000493516</b>	Bill Swearingen Metro C Help Desk	Network Cindy Romrell	Password Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493590</b>	Steve Myer Metro C West Desktop Support	PC/Laptop Bill Hall	Performance Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.47
<b>INC000000493632</b>	Bruce Riches Metro C Help Desk	Network Torrens Arnold	Performance Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493675</b>	Sandra Pratt Rural Central Desktop Support	Application Jeremy Standifird	Error Public Safety	Java Platform SE Low	TIR Missed: No TTR Missed: No	0.00 2.62
<b>INC000000493676</b>	Boyd Woolsey Metro C Help Desk	Application Torrens Arnold	Error Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493678</b>	Dan Altenes Metro C Help Desk	Application Torrens Arnold	Error Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493686</b>	Dave Moreno Metro C West Desktop Support	PC/Laptop Bill Hall	Hardware Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.47
<b>INC000000493708</b>	Melanie Monroe Metro C Help Desk	Application Torrens Arnold	Error Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493710</b>	Melanie Marlowe Metro C Help Desk	Application Torrens Arnold	Error Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493828</b>	Ralph Earl Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493840</b>	Todd Kreitzer Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493899</b>	Karlene Butler Rural North Desktop Support	None Wayne Higgs	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.68 2.93
<b>INC000000493918</b>	Jason Robb Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493929</b>	Diane Norton Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000493937</b>	Debbie Haskin	None	None	None		TIR Missed: No	0.34
	Rural North Desktop Support	Neil Smedley	Public Safety	Low	Closed	TTR Missed: No	0.35
<b>INC000000493948</b>	Della Estrada	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493952</b>	Leona Cover	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493958</b>	Colleen Strong	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000493982</b>	Jacob Dunn	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000494047</b>	Scott Pruden	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.56
<b>INC000000494051</b>	Rose Olsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000494065</b>	Joe Kros	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000494098</b>	Russell Fillmore	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.45
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.28
<b>INC000000494105</b>	Toni Brown	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000494220</b>	Colleen Strong	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000494312</b>	Jason Hunter	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.15
<b>INC000000494361</b>	Steve Winward	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.38
<b>INC000000494398</b>	Pat Bersie	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.25
<b>INC000000494444</b>	Steve Shaffer	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.80
<b>INC000000494446</b>	TJ Harper	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000494486</b>	Merri Coleman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.47

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## Public Safety

<b>INC000000494560</b>	Michelle Hunt	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494561</b>	Michelle Hunt	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494564</b>	Anna Boynton	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494576</b>	Carrie Silcox	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494644</b>	Kaye Leigh Hawkins	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494650</b>	Sueann Crowley	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494658</b>	Jessica Steele	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494710</b>	Afton Meeks	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494716</b>	Misty Slocum	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494736</b>	Elisa Farmer	Telecom	Voice Mail	None	TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low Closed	TTR Missed: No	0.59
<b>INC000000494738</b>	Miya Finney	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494793</b>	Susan M Thomas	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	4.48
<b>INC000000494796</b>	John Crofts	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	4.48
<b>INC000000494811</b>	Anna Boynton	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494849</b>	Karen Williams	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494858</b>	Jill Laws	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000494954</b>	Elisa Farmer	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00



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<b>INC000000494978</b>	Claire Hermanson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000494991</b>	Toni Brown	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000494998</b>	Rudy Taylor	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.73
<b>INC000000495004</b>	Steve Myer	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.71
<b>INC000000495020</b>	Claire Hermanson	EIS Hardware	None	None		TIR Missed: Yes	2.22
	Strategic Communications	Dennis Rogers	Public Safety	Low	Closed	TTR Missed: Yes	6.24
<b>INC000000495095</b>	James Ray	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.55
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	2.30
<b>INC000000495133</b>	Nolan Mitchell	None	None	None		TIR Missed: No	0.18
	Application Support	Mike Sadler	Public Safety	High	Closed	TTR Missed: Yes	3.16
<b>INC000000495278</b>	Carlynn Scott	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495394</b>	Martin Wilson	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495435</b>	Nicole Vawdrey-Gunn	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495436</b>	Glen Porter	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495439</b>	Elisa Farmer	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495440</b>	Bonnie Stewart	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495444</b>	Kelcee Vail	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495446</b>	Trent Grandy	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495448</b>	Terry Lamoreaux	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495451</b>	Amberlee Neibaur	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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<b>INC000000495453</b>	Jed Crittenden	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495455</b>	Jed Crittenden	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495457</b>	Bill Jensen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495490</b>	Lindy Brown	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495593</b>	Jessica Steele	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495600</b>	Chad Hatch	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495605</b>	Chad Hatch	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495609</b>	Catherine Huhtala	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495657</b>	Kim Passey	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495660</b>	Staci L Parry	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495686</b>	Chad Hatch	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495696</b>	Chad Hatch	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495697</b>	Nannette Rolfe	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495704</b>	Chad Hatch	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495722</b>	Magie Bode	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495745</b>	Mary Ann Curtis	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495827</b>	Kaye Leigh Hawkins	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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## Public Safety

<b>INC000000495841</b>	Todd Holbrook	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495848</b>	Christine Green	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495853</b>	Dean Rogers	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495967</b>	Michelle Hunt	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000495978</b>	Ron Hindmarsh	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000496006</b>	Leona Cover	EIS Hardware	None	None		TIR Missed: No	0.23
	Strategic Communications	Dennis Rogers	Public Safety	Low	Closed	TTR Missed: Yes	13.57
<b>INC000000496033</b>	Carlynn Scott	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000496036</b>	Margaret Pierson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000496073</b>	Don Cobb	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.72
<b>INC000000496130</b>	Mindy Lindquist	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000496196</b>	Christopher Gillis	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000496275</b>	Cindee Mikesell	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000496293</b>	Joe Dougherty	Telecom	Dial Tone	None		TIR Missed: No	0.25
	Voice Operations	Britany Egan	Public Safety	Low	Closed	TTR Missed: No	0.45
<b>INC000000496305</b>	Rey Thompson	Network	Incident	None		TIR Missed: No	0.18
	Network Operations	Kelli Okumura	Public Safety	High	Closed	TTR Missed: No	0.25
<b>INC000000496312</b>	Matthew Beaudry	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.37
<b>INC000000496342</b>	Carla Ivie	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000496346</b>	Martin Wilson	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00

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<b>INC000000496355</b>	Martin Wilson	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.85
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Resolved	TTR Missed: No	2.15
<b>INC000000496407</b>	Michael Rapich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496429</b>	Beth Poulsen	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496440</b>	Allison Unsworth	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496460</b>	Helen Knipe	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496503</b>	Jordan Tandrian	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496510</b>	Neil Green	PC/Laptop	Error	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.78
<b>INC000000496535</b>	Staci L Parry	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496540</b>	Britanie Hurd	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496546</b>	Peggy Jacobsen	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496570</b>	Della Riquelme	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496598</b>	Cindee Mikesell	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496618</b>	Ralph Earl	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496690</b>	Nancy Hess	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496783</b>	Todd Kreitzer	Network	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496784</b>	Della Miller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
<b>INC000000496785</b>	Chris Barber	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00

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## Public Safety

<b>INC000000496787</b>	Elizabeth Powell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000496789</b>	David Beach	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000496886</b>	Todd Royce	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.49
<b>INC000000496943</b>	Steven Crow	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.88
<b>INC000000496954</b>	Cindee Mikesell	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497140</b>	Derrick Gallegos	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497141</b>	Romeo Martinez	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497142</b>	Steve Myer	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497146</b>	Jason Sagers	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497178</b>	Bruce Clayton	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497191</b>	Della Miller	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497231</b>	Jim Matthies	Server	None	None		TIR Missed: Yes	1.32
	Capitol Hosting	Mike Tyrrell	Public Safety	Low	Closed	TTR Missed: No	1.51
<b>INC000000497268</b>	Kristina Johnson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497288</b>	Barbara Hillas	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497320</b>	Debbie Darger	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497321</b>	Marge Dalton	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	1.53
<b>INC000000497362</b>	John Holt	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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## Public Safety

<b>INC000000497368</b>	Tonya Fischer	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497370</b>	Nolan Mitchell	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497371</b>	Linda Reschke	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497374</b>	Staci Parry	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497376</b>	Alexa Adams	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497420</b>	Marjean Hansen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497445</b>	Dean Rogers	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497488</b>	Matt Garvey	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497525</b>	Rudy Taylor	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.02
<b>INC000000497528</b>	Claudia K Taylor	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497532</b>	Paul Curry	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497551</b>	Connie Simper	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497570</b>	Sheila Case	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497575</b>	Mark Romrell	EIS Hardware	None	None		TIR Missed: No	0.51
	Strategic Communications	Luis Larios	Public Safety	Low	Resolved	TTR Missed: Yes	24.41
<b>INC000000497656</b>	Janine Zumwalt	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497671</b>	Kris Hamlet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.09
<b>INC000000497673</b>	Terri Garcia	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.08

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## Public Safety

<b>INC000000497692</b>	Della Miller	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497749</b>	Sharon Harward	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497781</b>	Todd Royce	Network	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.21
<b>INC000000497785</b>	Jerrienne Kolby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.03
<b>INC000000497793</b>	Michelle Fisher	PC/Laptop	Hardware	None		TIR Missed: No	0.54
	Rural South Desktop Support	Doug Thornton	Public Safety	Low	Closed	TTR Missed: No	0.54
<b>INC000000497849</b>	Kimberly Giles	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.43
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.63
<b>INC000000497886</b>	Staci Parry	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000497903</b>	Brett Christensen	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.45
<b>INC000000497919</b>	Georgia Lund	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
<b>INC000000498002</b>	Ted Woolley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.80
<b>INC000000498293</b>	Dale Nielson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498339</b>	Rey Thompson	Network	Incident	None		TIR Missed: Yes	2.19
	Enterprise Security	Loren Snodgrass	Public Safety	Medium	Resolved	TTR Missed: No	2.19
<b>INC000000498440</b>	Jason Robb	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498571</b>	Liz Hawkins	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498575</b>	Elisa Farmer	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498579</b>	Jeremy Bergener	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498585</b>	Michelle Harward	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

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## Public Safety

<b>INC000000498667</b>	Stacy Robb	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498671</b>	Jason Robb	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498727</b>	Brian Redd	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498743</b>	Jason Chapman	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000498945</b>	Scott McDaniel	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499038</b>	Stacy Robb	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499039</b>	Bunny Gooch	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499041</b>	Julie Pearson	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499043</b>	Debbie Darger	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499046</b>	Sarah Dunn	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499047</b>	Leona Cover	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499052</b>	Marge Dalton	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499111</b>	Peggy Young	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499127</b>	Miya Finney	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499170</b>	Bruce Call	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499185</b>	Roger Jensen	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499232</b>	Diane Bryant	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.10



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## Public Safety

<b>INC000000499233</b>	Lesli Hughes	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.10
<b>INC000000499305</b>	Scott McDaniel	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499323</b>	John Holt	Network	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499324</b>	Teresa Paredes-Pozas	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499344</b>	Rhonda Treptow	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499444</b>	Jeff Daems	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.10
<b>INC000000499461</b>	Todd VanBuren	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499506</b>	Jay Henry	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499507</b>	Liz Hawkins	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499512</b>	Gayla Quilter	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499523</b>	Chris Fielding	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499528</b>	Peggy Young	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499535</b>	Amberlee Neibaur	Mobile Devices	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499537</b>	Sharon Harward	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499629</b>	Catherine Huhtala	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499630</b>	Niel Ekberg	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.25
<b>INC000000499633</b>	Judy Harvey	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

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## Public Safety

<b>INC000000499660</b>	Judy Harvey	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499663</b>	Chad Jensen	Application	Error	FATPOT		TIR Missed: No	0.86
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.87
<b>INC000000499701</b>	Marge Dalton	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499743</b>	Zachary Hutto	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.06
<b>INC000000499793</b>	Marianne Bauman	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499811</b>	Patty Trujillo	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000499882</b>	Vu Bowers	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.33
<b>INC000000499885</b>	Brett Christensen	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.32
<b>INC000000499902</b>	Paige Kirby	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500049</b>	Jake Reary	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500055</b>	Jereme White	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500106</b>	Joan Foust	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500109</b>	Valerie Webster	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500279</b>	Marge Dalton	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500283</b>	Melanie Monroe	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500320</b>	Lora Shelby	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000500414</b>	Paige Kirby	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00

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## Public Safety

<b>INC000000500419</b>	Paige Kirby	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000500831</b>	Dennis Walker	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000500943</b>	Catherine Huhtala	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000500986</b>	Trudi Huntsman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000500996</b>	Tonya Fischer	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501003</b>	John Holt	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501037</b>	Megan Shimizu	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501045</b>	Todd Gold	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501064</b>	Andrew Robinson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501119</b>	Peggy Jacobsen	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501186</b>	Jason Robb	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501190</b>	Jamie Batt	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501261</b>	Sandra Nourse	EIS Hardware	None	None	TIR Missed: No	0.57
	Strategic Communications	Luis Larios	Public Safety	Low Resolved	TTR Missed: No	1.90
<b>INC000000501429</b>	Chris Barber	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501458</b>	Todd Holbrook	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501481</b>	Liz Hawkins	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000501687</b>	Brian Shultz	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.00

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## Public Safety

<b>INC000000501689</b>	Martin Wilson	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501755</b>	Debbie Moleni	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501758</b>	Bonnie Bennett	Network	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501773</b>	Mchael Poll	Network	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501815</b>	Chandra Christenson	Network	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501819</b>	Shawn Judd	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	2.02
<b>INC000000501821</b>	Jake Reary	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501840</b>	Brenda Barney	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501851</b>	Elsha Gallegos	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501878</b>	Jennifer Donleavy	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000501994</b>	Joanne Munson	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502037</b>	Sharon Harward	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502040</b>	Anna Boynton	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502052</b>	Sharon Harward	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502065</b>	Randy Cooper	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.27
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.73
<b>INC000000502069</b>	Todd Royce	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	5.39
<b>INC000000502100</b>	Tricia Wilson	None	None	None	TIR Missed: Yes	1.88
Capitol Hosting	Mike Tyrrell	Public Safety	Low	Resolved	TTR Missed: Yes	6.65

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## Public Safety

<b>INC000000502212</b>	Jeffery Haycock	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502214</b>	Denice Smith	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502215</b>	Letisha Garrick	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502216</b>	Lindy Brown	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502266</b>	Brad Bartholomew	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502274</b>	Kerry Corona	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502277</b>	Tara Zamora	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502317</b>	Karlene Butler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Public Safety	Low	Resolved	TTR Missed: No	1.57
<b>INC000000502467</b>	Logan Wright	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502481</b>	Margaret Kettle	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502491</b>	Aaron Colvin	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.03
<b>INC000000502510</b>	Jason Ricks	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.11
<b>INC000000502543</b>	Dean Rogers	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502547</b>	Ralph Earl	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502548</b>	Chad Hatch	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502550</b>	Darren Larsen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502551</b>	Marge Dalton	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

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## Public Safety

<b>INC000000502553</b>	Louize Smith	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502555</b>	Marianne Bauman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502557</b>	Chelsey Burns	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502560</b>	Linda Allen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502562</b>	Tara Zamora	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502563</b>	Denise Gotch	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502565</b>	Scott McDaniel	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502566</b>	Linda Petty	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502651</b>	Roger Griffis	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	3.90
<b>INC000000502666</b>	Thomas Simpson	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	3.93
<b>INC000000502678</b>	Louize Smith	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502687</b>	Patty Trujillo	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502738</b>	Jason Robb	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502751</b>	Lenna Reed	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502757</b>	Geina Foldesi	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502770</b>	Kathy S Wilcox	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502793</b>	Logan Wright	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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## Public Safety

<b>INC000000502842</b>	Charles Collett	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502906</b>	Charles Collett	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502911</b>	Charles Collett	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502920</b>	Janet Miller	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.38
<b>INC000000502921</b>	Valerie Webster	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502947</b>	Treesa Jerman	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502956</b>	Jan Frisbee	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000502965</b>	Valerie Webster	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503017</b>	Angela D Peterson	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503134</b>	Michelle Bennett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503151</b>	Michelle Bennett	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503153</b>	Kimberly Keen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503178</b>	Logan Wright	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503186</b>	Melanie Monroe	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503188</b>	Louize Smith	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503190</b>	Logan Wright	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503201</b>	Justin Hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.02

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## Public Safety

<b>INC000000503318</b>	Jim Lloyd	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503369</b>	Karlene Butler	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Public Safety	Low	Resolved	TTR Missed: No	0.64
<b>INC000000503444</b>	Leila Billingsley	Telecom	Feature	Telephone	TIR Missed: No	0.16
Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.16
<b>INC000000503480</b>	Liz Hawkins	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503586</b>	Sherry McCusker	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503588</b>	Miya Finney	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503604</b>	Jessica Steele	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503660</b>	Mike Hepworth	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503661</b>	Chad Grundy	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503670</b>	Geina Foldesi	Network	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503714</b>	Ralph Earl	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000503722</b>	Steve Mathews	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.15
<b>INC000000503724</b>	David Mckay	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	4.84
<b>INC000000504023</b>	Todd Royce	None	None	None	TIR Missed: No	0.00
Network Operations	Brian Chatwin	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504082</b>	Kent Harrison	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504113</b>	Sheila Case	Application	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504220</b>	Leila Billingsley	Telecom	Voice Mail	Telephone	TIR Missed: No	0.10
Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.28



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## Public Safety

<b>INC000000504226</b>	Sheila Case	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504228</b>	Sabastian Tuscano	Application	Reporting	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	5.93
<b>INC000000504244</b>	Nick Berrie	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	5.74
<b>INC000000504364</b>	Kim Unsworth	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504405</b>	Dave Tafoya	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504426</b>	Alan Workman	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504501</b>	Connie Bell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504503</b>	John Holt	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504506</b>	Carlynn Scott	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504508</b>	B Dransfield	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504513</b>	Irene Swenson	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504522</b>	Jaemi Mauchley	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504611</b>	Nadine Taylor	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No	
<b>INC000000504695</b>	Kent Harrison	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504796</b>	Liz Hawkins	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
<b>INC000000504982</b>	Mechelle Miller	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	4.20
<b>INC000000505117</b>	Brett Christensen	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	4.71

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## Public Safety

<b>INC000000505275</b>	Lora Shelby Metro C Help Desk	Network Torrens Arnold	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.35 0.76
<b>INC000000505289</b>	Gina Decaria Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505319</b>	Sloane Petersen Application Services	Application Martin Gonzalez	Error Public Safety	Gmail Low	Resolved TIR Missed: No TTR Missed: No	0.65 2.13
<b>INC000000505337</b>	Teri Carter Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505469</b>	Melanie Monroe Metro C West Desktop Support	None Brian Bobo	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505691</b>	Carla Ivie Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505809</b>	Trisha Solvason Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505853</b>	Latonya Heaton Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000505905</b>	Barry Carnahan Metro C Hosting	Server Scott Gabbert	None Public Safety	None Low	Resolved TIR Missed: Yes TTR Missed: Yes	10.65 10.65
<b>INC000000505955</b>	Rex Olsen Metro C West Desktop Support	Application Bill Hall	Password Public Safety	FATPOT Low	Resolved TIR Missed: No TTR Missed: No	0.00 1.47
<b>INC000000506018</b>	Travis Williams Metro C West Desktop Support	PC/Laptop Bill Hall	Hardware Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.41
<b>INC000000506106</b>	Leila Billingsley Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Public Safety	Telephone Low	Resolved TIR Missed: No TTR Missed: No	0.54 1.11
<b>INC000000506110</b>	Ralph Earl Metro C Help Desk	PC/Laptop Torrens Arnold	Error Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000506112</b>	Ron Hindmarsh Metro C Help Desk	Print/Copy/Scan/Fax Torrens Arnold	Error Code Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000506114</b>	Summer Excell Metro C Help Desk	Application Torrens Arnold	Password Public Safety	DB2 Query Management Facility Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000506116</b>	Sherry McCusker Metro C Help Desk	Print/Copy/Scan/Fax Torrens Arnold	Incident Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000506123</b>	Laura Russell Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.22 0.81

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## Public Safety

<b>INC000000506189</b>	Harley Watkins	Application	Error	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506211</b>	Matt Cluff	Application	Error	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506291</b>	Kristie Bonnett	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506314</b>	Bill Swearingen	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506318</b>	Tim Start	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506334</b>	Magie Bode	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506372</b>	Roger Jensen	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506384</b>	Sheila Case	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506414</b>	Blaine Robbins	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.51
<b>INC000000506419</b>	Brenda Lane	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506460</b>	Matt Francis	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506462</b>	Debbie Clark	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506483</b>	Katherine Lawrence	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506510</b>	Matt Francis	Network	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506550</b>	Michael Cook	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506556</b>	Ryan Van Fleet	Application	None	Controlled Substance Database	TIR Missed: Yes	4.52
	Application Support	Derral Sorensen	Public Safety	Low Resolved	TTR Missed: No	4.52
<b>INC000000506563</b>	David Oliphant	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00

# Enterprise Incident Report April 2012

As of 5/1/2012

## Public Safety

<b>INC000000506615</b>	Bruce Clayton	Application	Reporting	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	3.48
<b>INC000000506793</b>	Brenda Lane	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506871</b>	Nolan Mitchell	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506873</b>	Nolan Mitchell	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506895</b>	Nolan Mitchell	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506898</b>	Nolan Mitchell	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506944</b>	Nolan Mitchell	Network	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Resolved	TTR Missed: No	0.00
<b>INC000000506961</b>	John Sheets	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.10
<b>INC000000507244</b>	Nolan Mitchell	None	None	Microsoft Office	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00